

ELEMENTS OF SUCCESSFUL COMMUNITY INVOLVEMENT AT SENSITIVE SITES





Outline



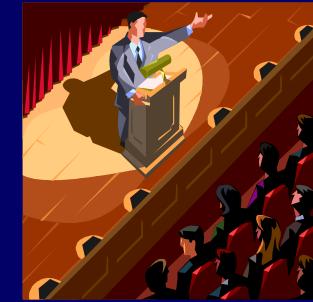
Part I. Background and Technical History

A. Gasoline Investigation Presentation

B. PERC Investigation Presentation



Outline



Part II. Community Involvement Presentation

A. Site-specific Issues

B. Skills Exercise



Outline



Part III - Application

A. Effects of CI Issues on Technical Aspects of the Investigation

B. Questions and Answers

Gasoline Investigation



PERC Investigation



Community Involvement Background



- White-collar, educated community
- Primarily African-American
- Mixed demographics

Community Involvement Background



- Issues that divided the community:
 1. Each block had different concerns
 2. Legal representation
 3. Influence/disagreement associated with the local citizen's group

A Hotbed of Volatile Circumstances



- Pre-existing conflicts with state of MD
- presence of cross-jurisdictional contamination
- Contentious relationship with Chevron

A Hotbed of Volatile circumstances



- Issues of trust with EPA
- technical complexity of overlapping plumes
- Dual EPA program investigation

A Hotbed of Volatile Circumstances



- Process Issues:
 1. Timely response to citizen's requests
 2. Misconception of Agency's authority
 3. Public participation was not a requirement

A Hotbed of Volatile Circumstances



- 4. Issues with technical protocols and data review
- 5. Wanted us to manage MDE
- 6. Misunderstanding of the process



Skills Practice



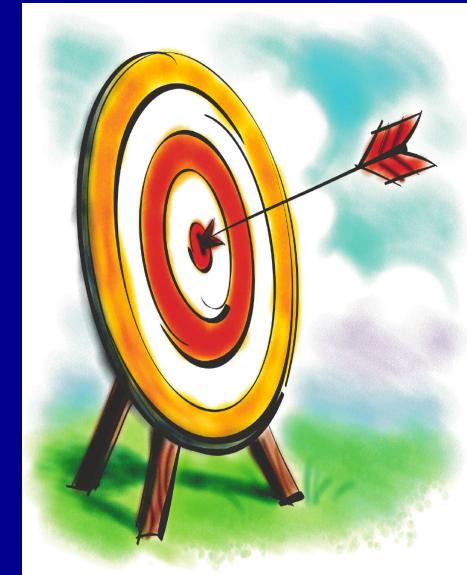
“Raison D'etre
et
Savoir Faire”



Skills Practice



**Perceptual Behavioral Affects
(what factors/players are involved?)**





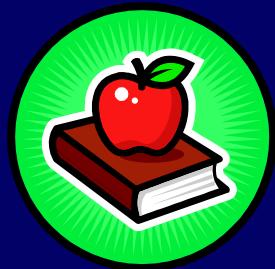
Skills Practice



**Raison D'etre = “Reason for Being”
(why did it happen?)**



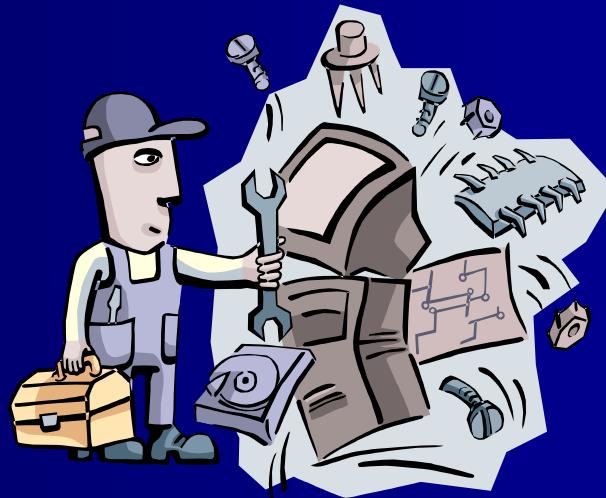
Things that make you go hmm???



Skills Practice



**Savoir Faire = “Know-how”
(how do we fix it?)**





Skills Practice



Reoccurring Site Issues:

Did Florence Really Call Again Last night?



Skills Practice



- **D**eception

- **F**ear

- **R**ejection



Skills Practice



- Cohesion (lacking)

- Low Trust/ High Fear

- Agendas



Skills Practice



Our Solution:



Alternate **D**ispute **R**esolution